

NetRelations™ Interactive Voice Response System

NETWORK PROGRAMS™
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Smart Way to Manage Customer Interaction

Customer Interaction Management

NetRelations Interactive Voice Response System (IVRS) combines the power of telecom with internet to deliver multiple interaction channels to your enterprise seeking to translate effective customer interactions into greater business opportunities. NetRelations ensures freedom to your customers to call you at their convenience by providing 24x7 service availability and enables you to provide effective personalized services. NetRelations also helps enterprise in resource optimization by acting as an auto attendant system to respond to mundane queries.

Improved Customer Satisfaction

Disseminating Routine Information

NetRelations IVRS enables companies to capture information from incoming callers, freeing agents to process calls from customers for simple queries. The customer has the flexibility to interact and receive information through a preferred channel (e.g., voice, web, email, fax, and SMS).

NetRelations empowers enterprises to automatically identify, route, track and manage incoming as well as outgoing calls to disseminate information with consistent, high quality response. System supports multiple languages to let you choose a preferred way of interaction.

The system can transfer the call to a customer care executive for detailed information management.

Inbound Call Management

NetRelations IVRS enables enterprises to capture information from incoming callers, queries backend host database based on caller inputs, translates and plays back query result into digitized voice thus offering the desired information over the phone. IVRS can be connected through LAN/WAN to your business systems to continuously provide up-to-date information. For example, a telecom service provider may use IVRS to play out last few billing transactions, activation/deactivation of services, and/or complaint status to customer.

Multi-Media Channel Support

NetRelations IVRS supports multiple interaction channels like voice, email, fax, web or SMS to enable callers to choose a preferred medium to interact. The system supports message broadcast through email, SMS and fax to reach out to the target customers. Fax based interactions are supported through Fax On Demand and Delayed Fax features.

Automated Attendant

NetRelations IVRS in auto attendant mode acts as an operator to help and navigate callers to reach the desired extension. First time callers may be guided through well defined callflows to reach at and get desired information.

Integrated Voicemail Service

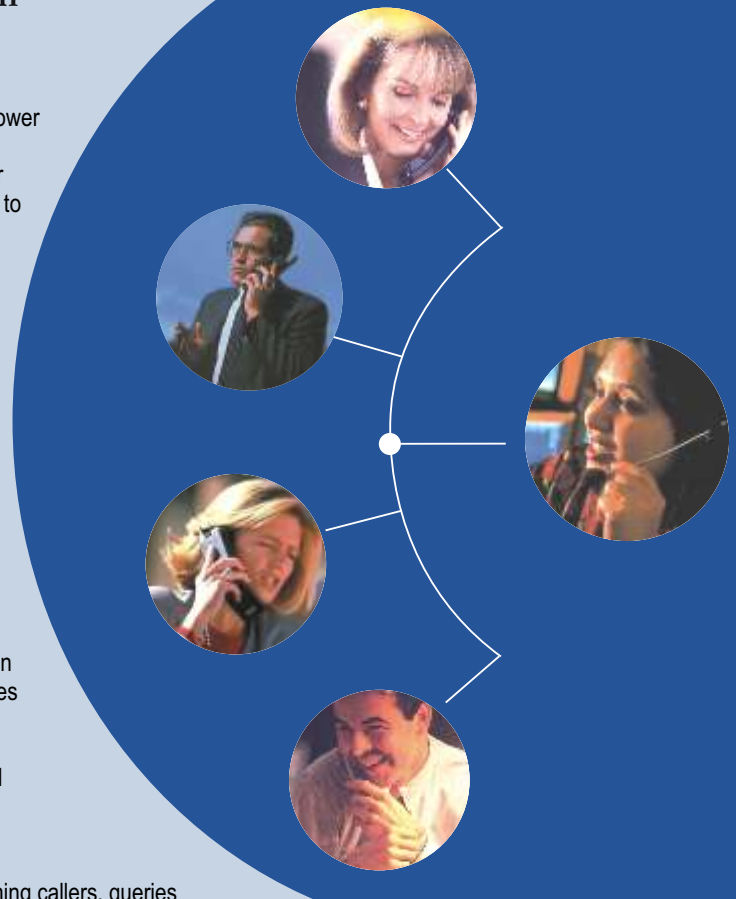
NetRelations IVRS ensures a 24x7 service environment by enabling callers to leave voicemail messages in the event of unavailability of live agents. IVRS can dial preconfigured extension to inform the recipient of the message. Messages can be retrieved from any location by authorized person through a valid PIN authentication process.

Outbound Dialer

NetRelations IVRS may also be configured for power dialing by the administrator where a set of predefined numbers to be dialed are fed into the system for initiating outbound calls sequentially and read out through a pre-determined audio script. The script will be configurable by the administrator. Stand-alone outbound dialing services are primarily used to remind customers about pending bills, service activation confirmation, complaint resolution, campaign management, etc.

Speech Functionality

NetRelations IVRS supports industry standard text to speech (TTS) and natural speech recognition engines for advanced speech recognition based IVRS functionality. The system is equipped with reliable 'text to speech processing capabilities' to enable mobile users listen to downloaded mails and text files. Its advanced TTS functionality supports text conversion into multilingual voice files having British or American English as well as Arabic and Indian regional languages.



Because good
relations matter

Informed Decision Making

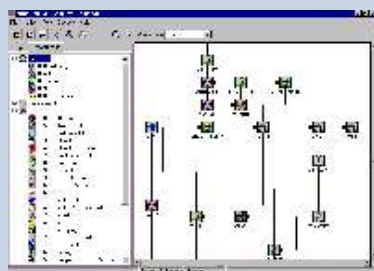
NetRelations IVRS has a built in reports manager module providing a wide range of standard and customized reports to assist management in their decision making process. NetRelations supports node-based complete drill-down reports covering the life cycle of the call.

System Administration

NetRelations IVRS has a built in fail-safe mechanism for smooth functioning of the system. In case of faulty analog line or E1 link scenarios, NetRelations can generate a SNMP-compatible alarm to be sent across to a pre-defined location.

Design Your Own Callflow

NetRelations GUI designer tool helps you translate business requirements into logical call flow through drag and drop telephony and non-telephony action items. Its easy to use functionality allows an average Windows user to get started with basic level training.



Technical Data

Recommended Hardware

- Intel-based PIV@1.6 GHz system or above with 256 Mb RAM, 40 GB HDD, CDROM
- 15" VGA or high resolution display adapter
- Network interface card
- Microsoft mouse or compatible pointing device

Recommended System Software

- Windows XP/2000 Professional OS
- SQL Server 2000 (standard edition) database for IVRS storage data

Voice Processing Boards

- Intel/Diallogic Analog/Digital voice processing boards based on required configuration

PSTN/PABX Interface

- PABX independent and can be virtually connected to any PABX capable of supporting analog, E1-R2MF, ISDN protocols
- NetRelations IVRS may also be directly connected to PSTN hub through analog lines or ISDN-PRI trunks

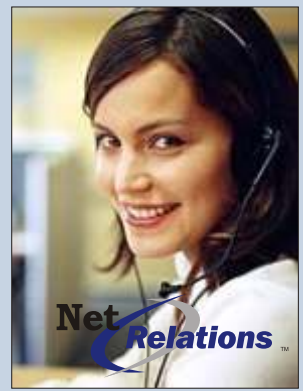
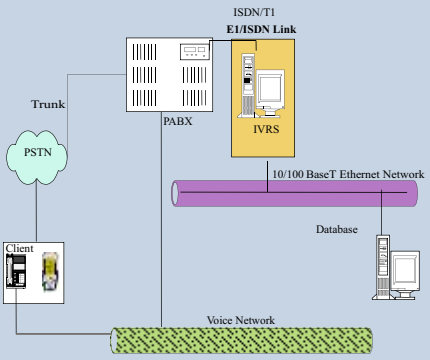
LAN/WAN communication

- NetRelations IVRS supports RS-232, TCP/IP communication protocols for LAN/WAN communication

Database Integration

- NetRelations IVRS can be integrated with any ODBC or Non-ODBC compliant databases

Architecture Overview



Contact Us

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